

Troubleshooting Steps:

Option 1 - RESTART using a Safety Pin:

- Remove the SD card from the tablet (if any).
- Locate a tiny RESET hole on the back (or side) of the tablet and take a pin or toothpick and push it inside.
- Connect the charger to start charging it. Wait for few minutes and then push the POWER button to start the tablet.

Option 2 - SOFTWARE RESET:

- Remove the SD card from the tablet (if any).
- RESET the tablet back to factory settings by going into SETTINGS > BACKUP and RESET > RESET FACTORY DATA
- (please note that the reset will wipe out all your data and app from the tablet so you may want to copy your files from the tablet to a computer or an SD card before performing this function)

Option 3 - HARD RESET:

- Remove the SD card from the tablet (if any).
- Power down the tablet by pressing the power button
- Press and hold the POWER and Volume UP buttons together until the tablet starts and you will see a couple of options come up on the screen.
- Choose the Recovery Mode form the menu on the screen (use volume and power buttons to move up/down on the menu)
- From the next screen, choose Wipe data/factory reset.
- On the next screen select Yes and then the last screen select reboot.
- (please note that the reset will wipe out all your data and app from the tablet so you may want to copy your files from the tablet to a computer or an SD card before performing this function)

Option 4 - OS RE-INSTALL:

- If none of the above works, try re-install the OS on your tablet.
- You can find all the details for this at www.simbans.com/restore